

Change in Language Line Instructions

Recently the Office of the CIO-Network Services implemented a change with Language Line when utilizing an interpreter for communicating with non-English speaking clients. Now, a 10 digit Personal Code needs to be used instead of the previous 7 digit Personal Code. The 10 digit Personal Code consists of the area code and phone number from the State Agency phone from which you are placing the call. Following is a brief reminder of the information contained in the Quick Reference Guide provided by Language Line Services.

When receiving a call:

1. Use Conference Hold to place the non-English speaker on hold.
2. Dial 1 800 874-9426
3. Press 1 for Spanish. Press 2 for all other languages. You may press 0 or stay on the line for assistance.
4. Enter on your telephone keypad or provide the representative: your 6-digit Client ID: 535010; Organization Name: State of Nebraska; Personal Code: 10 digit phone number.
5. Brief the Interpreter. Summarize what you wish to accomplish and give any special instructions.
6. Add the non-English speaker to the line.

When placing a call to a non-English speaker, begin at Step 2. If you need assistance when placing a call to a non-English speaker, you may press 0 to transfer to a representative at the beginning of the call.

Please Note: Language Line validates the 10 digit Personal Code against a list that has been provided to them by the State. If a valid State 10 digit Personal Code is not given to them, they will not process your call.

Please contact Renee Bramhall at (402)471-4701 if you have any questions regarding the change in Language Line Instructions.